

# myPassword User Guide

For Citrix/Active Directory Password

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Arizona Department of Health Services

This User Guide is to walk you through the “myPassword” application. “myPassword” application allows you to reset and change your **Citrix** password and also allows you to unlock your account.

**Note:** Security questions must be set up prior to being locked out or forgetting your password.

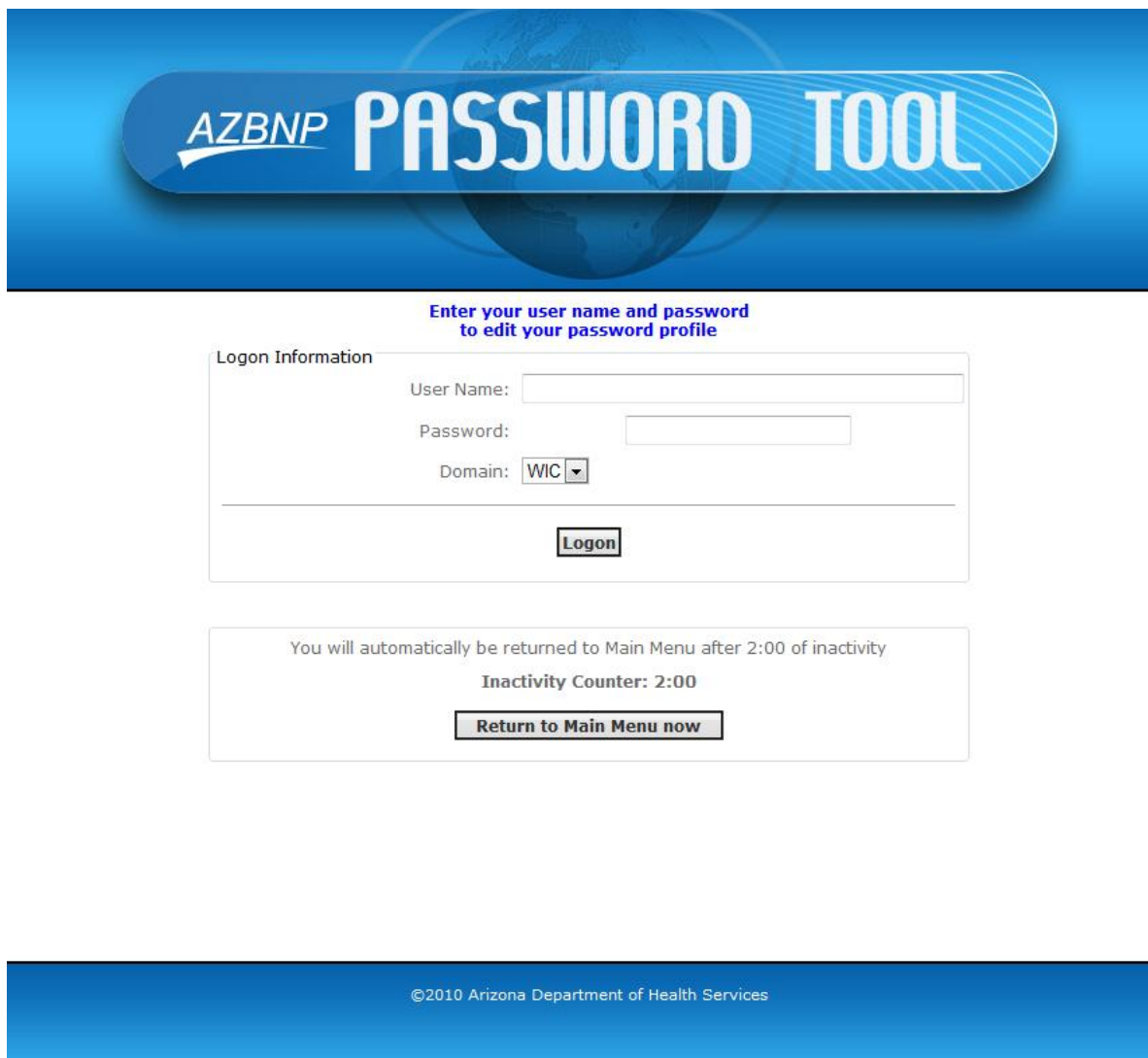
1. Navigate to <https://password.azbnp.gov/>  
This will take you to the following page.



Figure 1 “myPassword” Main Menu

### Setting up your security questions

1. Click the **Edit my Profile** link
2. Enter your Citrix user name and password
3. Click on the **Login** button



The screenshot shows the AZBNP Password Tool interface. At the top is a blue banner with the text "AZBNP PASSWORD TOOL" in white. Below the banner is a blue globe graphic. The main content area has a white background. At the top of this area is a blue header with the text "Enter your user name and password to edit your password profile". Below this is a "Logon Information" section with a white border. Inside this section are three input fields: "User Name:" with a text box, "Password:" with a text box, and "Domain:" with a dropdown menu showing "WIC". Below these fields is a "Logon" button. Below the "Logon" button is a white box with a gray border containing the text "You will automatically be returned to Main Menu after 2:00 of inactivity". Below this text is "Inactivity Counter: 2:00" and a "Return to Main Menu now" button. At the bottom of the page is a blue footer with the text "©2010 Arizona Department of Health Services".

Figure 2 Edit Profile

4. Select and answer all three security questions
5. Click on the **Update** button

**NOTE** \*You will return to the Main Menu screen after a 2 minutes if you are inactive\*

**AZBNP PASSWORD TOOL**

**Answer these questions to complete your profile**  
Answers to all questions are required

Select a Question from the list.

Question: What is your favorite color? ▼

Answer: ●●●●●●

Select a Question from the list.

Question: What is your favorite food? ▼

Answer: ●●●●

Enter your own Question.

Question: What year were you born?

Answer: ●●●●●

**Update**

You will automatically be returned to Main Menu after 2:00 of inactivity  
**Inactivity Counter: 2:00**

**Return to Main Menu now**

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Figure 3 Security Questions

## Resetting your password

1. From the Main Menu, Click on **Reset my Password**
  2. Enter your Citrix user name and click on **Login**
  3. Answer all three security questions and click **Continue** after each answer
  4. Select the **Enter** radio button
  5. Enter your new password twice and Click **Reset Password**
- \*Note :** Your password must be **eight characters** and meet two of the three complexity requirements which are: **Upper case, Special Characters, and/or Numbers.\***

The screenshot shows the 'AZBNP PASSWORD TOOL' interface. At the top, there's a blue banner with the tool's name. Below it, the heading 'Set your new password' is displayed. The interface is divided into two main sections: 'Generate' and 'Enter'. The 'Enter' section is currently active, showing fields for 'Password:' and 'Confirm:', both masked with dots. Below these fields are four colored buttons: blue, yellow, green, and red, with a help icon to the right. A 'Reset Password' button is located below the input fields. At the bottom, a message states: 'You will automatically be returned to Main Menu after 2:00 of inactivity', followed by an 'Inactivity Counter: 2:00' and a 'Return to Main Menu now' button. The footer of the page reads '©2010 Arizona Department of Health Services'.

Figure 4 Reset Password

## Change your Password

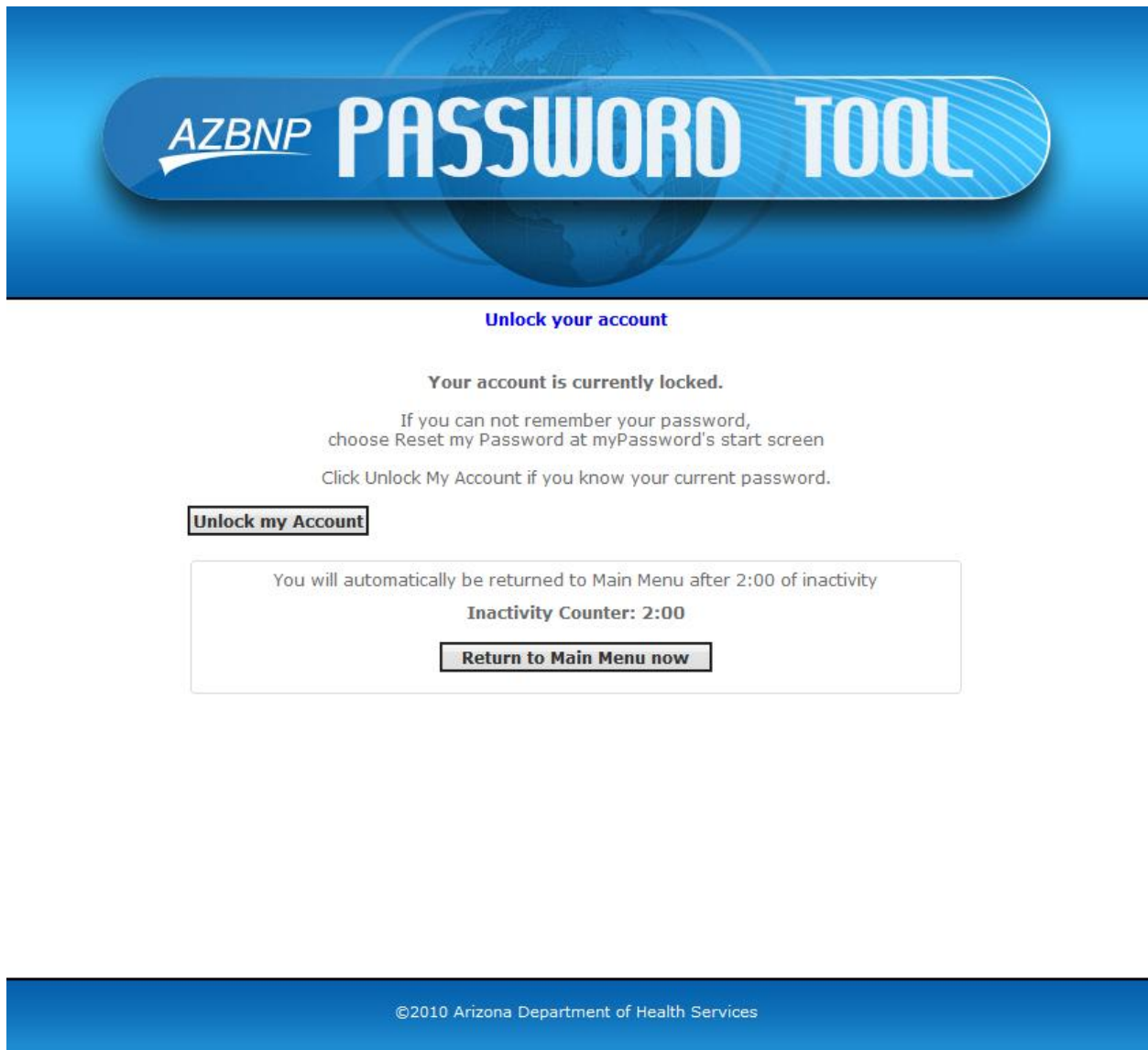
1. From the Main Menu, Click on **Change my Password**
2. Enter your Citrix user name, password and click on **Login**
3. Select the **Enter** radio button
4. Enter your new password twice and Click **Reset Password**

The screenshot shows the 'AZBNP PASSWORD TOOL' interface. At the top, there's a blue header with the tool's name. Below it, the section 'Set your new password' is highlighted. There are two radio buttons: 'Generate' (unselected) and 'Enter' (selected). To the right of 'Generate' is a 'Generate Password' button and an empty text field. Below the 'Enter' radio button, there are two password input fields labeled 'Password:' and 'Confirm:', both containing masked characters (dots). Below these fields is a row of four buttons: a blue button, a grey button, a blue button labeled 'Strong', and a grey button with an exclamation mark icon. Below this row is a 'Reset Password' button. At the bottom, a message states: 'You will automatically be returned to Main Menu after 2:00 of inactivity'. Below this message is 'Inactivity Counter: 2:00' and a 'Return to Main Menu now' button. The footer of the page is blue and contains the text '©2010 Arizona Department of Health Services'.

Figure 5 Change Password

## Unlock your Account

1. From the Main Menu, Click on **Unlock my Account**
2. Enter your Citrix user name and click on **Login**
3. Answer all three security questions and click **Continue** after each answer
4. Click on the **Unlock my Account** button



The screenshot displays the 'AZBNP PASSWORD TOOL' interface. At the top, a blue banner features the tool's name in white. Below this, a link labeled 'Unlock your account' is visible. The main content area states 'Your account is currently locked.' and provides instructions: 'If you can not remember your password, choose Reset my Password at myPassword's start screen' and 'Click Unlock My Account if you know your current password.' A button labeled 'Unlock my Account' is positioned below the text. A white box contains a warning: 'You will automatically be returned to Main Menu after 2:00 of inactivity', followed by 'Inactivity Counter: 2:00' and a button labeled 'Return to Main Menu now'. The footer of the page shows the copyright notice '©2010 Arizona Department of Health Services'.

**AZBNP PASSWORD TOOL**

[Unlock your account](#)

**Your account is currently locked.**

If you can not remember your password,  
choose Reset my Password at myPassword's start screen

Click Unlock My Account if you know your current password.

**Unlock my Account**

You will automatically be returned to Main Menu after 2:00 of inactivity

**Inactivity Counter: 2:00**

**Return to Main Menu now**

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Figure 6 Unlock Account